Northwest
Territories

## IDENTIFICATION

| Department | Position Title | |
|---|---|---|
| Finance | Functional Analyst | |
| Position Number(s) | Community | Division/Region(s) |
| 15-1378, 4595 | Yellowknife | Informatics Shared Services |

## PURPOSE OF THE POSITION

The Functional Analyst is responsible for providing functional support, requirements definition, design and implementation services for the PeopleSoft Human Resource Information System (HRIS). Additionally the Analyst supports the entire business user community (Government of the Northwest Territories (GNWT), NWT Housing Corporation (NWTHC), Health Boards and Education Councils), by engaging and understanding their business needs and targeting system enhancements, business process changes, and analysis that provide the best possible information for tracking, reporting and planning their activities. The incumbent must ensure coordination and training of any changes to make sure user training materials and documentation are updated to reflect those changes.

## SCOPE

Located in Yellowknife and reporting to the Manager, Human Resource Information Systems, the incumbent is part of a systems team that provides application development and support services to a variety of users. These users depend on the integrity and availability of the application systems, including the business functionality provided by the applications, and data collected and used through them.

The incumbent participates in development, enhancement and projects. The incumbent also designs and implements technology solutions to support the strategic direction of the GNWT, and policies and practices that affect the business processes in place. The incumbent is required to design common solutions to address user needs within the context of the governing business rules. The position works with the user commu11ity to define business requirements and to design, implement and upgrade PeopleSoft. To accomplish this the incumbent will have to work with other members of the team, departments and occasionally contractors to ensure they have a full understanding to: oversee or develop functional specifications; provide the oversight and or direct input into the design; test system functionality; ensure quality and standards meet defined expectations; and produce documentation or deliverables in support of the team activities.

The position is involved with the development of new and innovative approaches to information and process management and must anticipate and react to emerging information requirements to support new policy initiatives and business requirements. The incumbent is required to have an in depth knowledge of the legislation and policy that impact GNWT business processes and assess viability of any proposed or required changes.

The HRIS contains integrated modules for Position Management, Benefits Administration, Time and Labour, Human Resources, Payroll and Recruitment. As well, additional systems and databases are in place to capture information on training needs, exit interviews, student employment and other areas of human resource practice.

The incumbent provides advice and recommendations in the development of major functional and technical enhancements to the Systems Team and then Senior Management via the Functional Lead or the Manager HRIS for approval. The incumbent coordinates the implementation of new and approved modules across the GNWT and is responsible for identifying opportunities to reduce customizations and maximize the system capabilities.

## RESPONSIBILITIES

1. **In conjunction with the user community and Functional Lead, HRIS System, the position provides functional design and support for system updates and changes.**

   - assess business requirements,
   - investigates information flows and processes,
   - proposes systems solutions,
   - identifies opportunities for business process redesign, and,
   - undertakes impact analyses for alternatives.

2. **Responsible for developing plans and specifications for business systems design and ensures that systems standards are met and service levels are established.**

   - consults with the Functional Lead as necessary,
   - works with end-users and departments as issues arise to understand their business needs to determine how people, processes, data, communications, and technology can best accomplish improvements for the business issues, (recent examples are eRecruit, Health and Safety Module, and Accommodations pages).

- provides alternative solutions and recommendations to complex business problems and issues and works with the Systems Team to determine a satisfactory approach and recommendation for senior management approval
- develops the functional design specifications document, including an analysis of any regulatory requirements, to be used to develop the technical specifications document,
- works with Technical personnel in the analysis, design, and development of the technical specifications document, which describes any necessary technical modifications, by providing business insight into the technical change to ensure that the business requirements are accurately reflected, as outlined in the functional design specifications.

## 3. Ensure that all aspects of the System are fully tested.

- consults with the Functional Lead as necessary,
- participates in, leads, and coordinates, the verification and testing of any necessary modifications through the development and execution of testing plans and scenarios. This involves developing test scripts and test data, then physically conducting 'Unit' Tests of the specific change and 'Integration' testing of the change as part of an end-to-end process. Next coordinating 'User Acceptance' testing with end-users, ensuring test databases are available and ready, assisting the end-tJser as necessary in conducting the test, and obtaining their sign-off approving the completed change.
- once the change is accepted by the end-user, approval is requested from senior management to implement the change into the Production Database.

## 4. Resolve Help Desk tickets as assigned by the Functional Lead.

- assist the business community and end users with any and all Systems issues and concerns that arise.
- each of the Functional Analysts research, find a suitable solution, implement the solution and close, approximately 50 Help Desk Tickets per month. The typical issues are: Correcting employee data that occurred over 365 days in the past to ensure data integrity in the system such as time/leave adjustments; Researching and resolving issues with queries; Conducting analysis for report alterations/ additions/enhancements; and, Researching and resolving system errors and incidents.

## KNOWLEDGE, SKILLS AND ABILITIES

- Proven knowledge of Acts, Regulations and procedures applicable to Human Resources and Payroll, Labour Relations, Benefits, Time and Labour and Recruitment
- Strong ability to translate business requirements into system requirements

- Ability to work with user community to elicit system requirements and ability to lead functional design activities
- Strong analysis and problem solving skills with focus on attention to detail
- Ability to respond quickly when priorities or processes change.
- Strong verbal and written communication skills including ability to listen to business concerns and translate those for technical team
- Ability to work independently as well contribute effectively in a team environment
- Ability to drive tasks from identification to resolution, collaborates with other team members and foster a team atmosphere
- Must demonstrate professional maturity. Influence decisions of others and express views in a productive, and diplomatic manner
- The ability to multi task and display time management skills
- Proven working knowledge of computerized spreadsheets and Human Resource applications
- Demonstrates flexibility in response to change in strategy or direction

## Typically, the above qualifications would be attained by:

- A relevant Degree or Diploma coupled with,
- A Minimum of 3 years experience as a Human Resources practitioner, ideally in the areas of Payroll, Benefits, Data Management, and/or Recruiting Services.
- Minimum 5 years functional experience with PeopleSoft
- Minimum 3 years PeopleSoft query experience
- Minimum 3 years of PeopleSoft HCM data and data modeling experience
- Familiarity with PeopleTools
- Experience with Microsoft Office; Outlook, Excel, Word, PowerPoint, and Visio.
- Experience with functional design of system enhancements and experience supporting a complex system.

## WORKING CONDITIONS

*(Working Conditions identify the **unusual and unavoidable**, externally imposed conditions under which the work must be performed and which create hardship for the incumbent.)*

## Physical Demands

No unusual physical demands

## Environmental Conditions

No unusual environmental conditions

## Sensory Demands

No unusual demands

## Mental Demands

At times of implementation of new functionality, upgrades to software, implementation of changes due to collective bargaining, or at calendar year end the incumbent is required to work very long and unusual hours in order to meet deadlines. This occurs 3 - 4 times per year.

## ADDITIONAL REQUIREMENTS

**Position Security** (check one)

- ❏ No criminal records check required
- ❏ Position of Trust – criminal records check required
- ❏ Highly sensitive position – requires verification of identity and a criminal records check